

Appendix 2 – Quality Assessment Procedure with Worked Example

Evaluation Criteria: Commercial	Questions	Percentage	Weighting multiplier	Means of Evaluation
	Mandatory Requirements	N/A		
Schedule 9 Part 1	The Tenderer must comply with all Mandatory Requirements in Schedule 2 – Specification, Section 2		N/A	Pass / Fail
Schedule 9 Part 1	The Tenderer must comply with all Mandatory Requirements in Schedule 2 – Specification, Section 3		N/A	Pass / Fail
Evaluation Criteria: Technical	Questions	Percentage (Total 70%)	Weighting multiplier	Means of Evaluation
	Evaluation Questions			
2.1	Solution Delivery, Support and Maintenance	7.5%		
2.1.1	Provide an implementation project plan, covering the implementation period in order to achieve a functioning solution on or before 1st April 2018. Please include: <ul style="list-style-type: none"> • Delivery timescales • data migration plans • system and end user training • risk management • system integration • testing and acceptance plans • Dependencies on third party suppliers including details of licensing • Please state clearly what is expected of the client IT and Highway resource during this time. 		3	Moderated Score
2.1.2	Provide details on the hosting and infrastructure proposed for your solution. Please provide the client requirements for running and accessing the software including hardware and network requirements.		1	Moderated Score
2.1.3	Detail your proposals to provide efficient and timely on-going technical support and maintenance for the solution. Please include: <ul style="list-style-type: none"> • SLA's 		3	Moderated Score

	<ul style="list-style-type: none"> • Process Map • Opening Times • Out of Hours Process • User guides • Warranty support • Please state what is expected of the client IT and Highway resources 			
2.1.4	<p>Detail how you manage security, continuity and availability of the live system including but not limited to:</p> <ul style="list-style-type: none"> • standards that you comply to e.g. ISO27001, CSA CCM version 3.0, Cyber essentials • How you regularly review security controls • how personally identifiable information is protected within the system. • Access restrictions in management interfaces and support channels • continuity plans & testing of continuity plans • roles and responsibilities of staff during business continuity disaster events • incident and problem procedures • Standard Operating Procedures • Availability monitoring • Frequency of upgrades and how these are managed to minimise disruption to the client. • What client resources are required by the client to assist 		3	Moderated Score
2.2	Data Analysis & Information Management	20%		
2.2.1	<p>Detail how your proposed solution is able to analyse condition survey data including SCRIM and SCANNER and multiple complex datasets such as defect data, collisions and claims to automatically generate and prioritise scheme lists with automatic recommended treatment types based on user defined parameters.</p> <p>Please include details on how the system enables users to define parameters, and how it analyses the data. How scenarios can be run to identify roads in the worst condition and schemes by cost effectiveness. Include how the system provides spatial representation of the data.</p>		3	Moderated Score

2.2.2	Provide detailed evidence on how your solution enables the client to carry out backlog calculations and financial modelling.		3	Moderated Score
2.2.3	Referring to the general and core system requirements in Schedule 2, provide examples of the reports that will be supplied as standard for each of modules within the solution. Please explain how this information is made accessible to different organisational levels. Provide details on how the system enables users or administrators to create their own reports and datasets from the data.		2	Moderated Score
2.3	Technical & Function	25%		
2.3.1	Provide details of how your solution will meet the general requirements in Schedule 2 Section 2.		2	Moderated Score
2.3.2	Provide details of how you will provide solutions to meet the core systems requirements of the specification in Schedule 2 Section 3. Include details on how you might exceed expectations.		3	Moderated Score
2.3.3	Detail how your solution enables a truly mobile workforce. Please also include your minimum and optimal hardware and operating requirements for mobile working and detail offline capabilities for areas with poor mobile network coverage.		3	Moderated Score
2.4	Ease of Use and Integration	7.5%		
2.4.1	Provide details and recommendations on how the Authority could improve efficiencies in service delivery through the use of your solution. <ul style="list-style-type: none"> • What will we achieve at Go-Live • Timescale of what else can be achieved 		2	Moderated Score
2.4.2	Describe how your solution provides a truly integrated approach to asset management. To include but not limited to: <ul style="list-style-type: none"> • How core requirements in Schedule 2 Section 3 are linked providing a seamless user experience • Ease of access for users to asset information and history including condition, inspections, maintenance, financial information and documents • Visual data representation • Ability to use multiple forms/screens at the same time 		3	Moderated Score
2.4.3	Provide details on how your solution will integrate/interface with other systems. Please include an example relating to a maintenance contractors programming/financial system and a client web based Customer Reporting System.		2	Moderated Score
3.1	Scenario A: Planned Works	15%		Presentation

3.1.1	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.1.2	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.1.3	To be confirmed seven days before the live system demonstration		2	Moderated Score
3.2	Scenario B: Inspections and Defect Repair	15%		Presentation
3.2.1	To be confirmed seven days before the live system demonstration		2	Moderated Score
3.2.2	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.2.3	To be confirmed seven days before the live system demonstration		2	Moderated Score
3.3	Scenario C: Street Works	5%		Presentation
3.3.1	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.3.2	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.3.3	To be confirmed seven days before the live system demonstration		2	Moderated Score
3.4	Scenario D: Street Lighting	5%		Presentation
3.4.1	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.4.2	To be confirmed seven days before the live system demonstration		3	Moderated Score
3.4.3	To be confirmed seven days before the live system demonstration		2	Moderated Score

Quality Assessment - Example

The table below shows how the quality score is divided between the evaluation questions in each section. The sum of all the weighted scores is therefore equal to the Tenderers Quality score out of 100 that will then be converted to a total score out of 60.

Section Number	Title	Percentage of the Total Evaluation Score
2.1	Solution Delivery, Support and Maintenance	7.5%
2.2	Data Analysis & Information Management	20%
2.3	Technical & Function	25%
2.4	Ease of Use and Integration	7.5%
3.1	Scenario A: Planned Works	15%
3.2	Scenario B: Inspections and Defect Repair	15%
3.3	Scenario C: Street Works	5%
3.4	Scenario D: Street Lighting	5%
Total Quality Percentage		100%

A weighted score is calculated for each evaluation question.

The Table below shows an example scoring to the Evaluation Questions in Section 2.1.

This Section is accountable for **7.5%** of the total Quality Submission score.

Question Ref No.	Evaluation Question	Score 0 - 10	Question Weighting (1-3)	Max Score Available	Weighted Score
2.1.1	Implementation Project Plan	8	3	30	24
2.1.2	Details of Hosting and Infrastructure	7	1	10	7
2.1.3	Technical Support	5	3	30	15
2.1.4	Managing Security	7	3	30	21
Totals		27	10	100	67
Total Weighted Score for Section 3.1				<u>5.03%</u>	

The weighted score for each section's evaluation question response is derived by multiplying the score out of 10 by the weighting of the individual question. Thus, a score of 8 out of 10 for question 2.1.1 as shown above, results in a weighted score for that question of 24. (8 x 3 = 24)

The total weighted score for each Section is derived by dividing the Total Weighted Score for each question by the total Maximum Score Available for the section and multiplying this by the Percentage Evaluation Score for the section. Thus, a score for

section 2.1 as shown above results is a total score of 5.03%. $((67/100) \times 7.5\% = 5.03\%)$

The total weighted scores for each section are then carried forward into the evaluation table as illustrated below.

	Section 2.1	Section 2.2	Section 2.3	Section 2.4	Section 3.1	Section 3.2	Section 3.3	Section 3.4	Total Mark	Total Score
Tender A	5.03	10	16	4.5	11	10	4	2.5	63.03	83.48
Tender B	5.9	12.5	17	7	11	14	3.5	4.5	65.40	86.62
Tender C	6.4	14	12.5	6	14	13	3	3	71.9	95.23
Tender D	7	16	18.5	5	11	10	4.5	3.5	75.5	100.00

Evaluation Table

The sum of all the weighted scores is therefore equal to the Tenderers Quality score out of 100.

The highest total score is awarded 100 then the remaining scores are expressed as a percentage of the highest score rounded to two decimal places..

E.g. Tender A: $63.03/75.5 \times 100 = 83.48\%$ of the highest Tender (D)

These Quality Scores are carried forward to the Quality and Price Evaluation as section 4.5 of the ITT – Determining the final evaluated score.